Conversation Analysis of Repair in Variety *Actors on Actors* Between Saoirse Ronan and Kristen Wiig (2017)

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Abstract

The study aimed to identify the types of repair and repair operations used by Saoirse Ronan and Kristen Wiig in Variety Actors On Actors. The researcher used a theory of types of repair by Schegloff et al. in Liddicoat (2007) and a theory of repair operations by Schegloff in Conversational Repair and Human Understanding (2013). This type of research was qualitative method. The researcher used an approach qualitative descriptive to describe the types of repair and repair operation that included in conversation between Saoirse Ronan and Kristen Wiig in Variety Actors On Actors as the objective of the research. The result of this study showed that there are three types of repair occurred in the conversation. There are 36 occurrences of self-initiated self-repair, 2 occurrences of self-initiated other-repair, and 1 occurrence of other-initiated self-repair. The result of this study also found that there are six repair operations occurred in the conversation. There are 3 occurrences inserting, 1 occurrence of deleting, 5 occurrences parenthesizing, 20 occurrences aborting, 3 occurrences recycling, and 4 occurrences reformatting.

Keywords: *conversation analysis, repair, types of repair, repair operations*

Introduction

In order to maintain the relationship between people, every human needs a conversation as the primary activity. In a general way, people interact and exchange information to deliver the message to the other whether in spoken or written language. This interaction is important to fulfill people need as well as resolve their problem. For instance, people go to the beauty shop when they wish to shine their hair, or the students ask their teacher when they do not understand the lessons at school. Therefore, people must have good manner when communicating in social society. In other words, people have right to speak. This is what Yule states to define the term "floor" because people have a chance to utter something (Yule, 1996). A good conversation can be achieved when the speakers understand their turn to talk because conversation is cooperative activity.

Therefore, it is very significant to make the conversation runs well and the information can be understandable. Nevertheless, people may make mistakes in delivering their message. Moreover, misunderstanding can also happen when people communicate. Therefore, the speaker or the hearer has to restate the error in order to make the delivered information understandable. This phenomenon is known as repair. The term repair is defined as a tool to correct an error made by the speaker (Schegloff, 1977). In analyzing repair in conversation, conversation analysis can be carried out. Conversation analysis studies the method participants orient in conversation and investigates the rules and practices from an interactional perspectives (Mazeland, 2006).

Literary Review
Conversation Analysis

Conversation analysis was developed by Harvey Sacks and his colleagues Emanuel Schegloff and Gail Jefferson in the late 1970. Conversation analysis is a method of how people conducting and handling verbal communication. In addition, conversation analysis is a way of people communicate and determine the understanding and respond to one another when it is their turn to talk. The focus on conversation analysis is naturally occurred data and not manipulated. As stated by Sidnell (2012), conversation analysis is a system for working for with audio and video recordings of talk and interaction. It is the same as proposed by Clayman and Gill (2012), conversation analysis work is a naturally occurring interaction that has been captured in audio and video recordings and provided into detailed transcripts.

Repair

Repair is refers to the process when the speaker deal with problems arises in the talk (Liddicoat, 2007). There are many problems in conversation, such as wrong word choice, slippery, misunderstood, and etc. For instance, when a speaker uses the wrong word or cannot find the exact word to say and does not recognized who or what is being talked. Moreover, the inability of the speaker to speak, they usually stop and the other one start to talk. When the time people encounter those problems, then people will solve a repair mechanism. Following Al-Harahsheh's

(2015) statement, when repairs are initiated, the speaker or the listener recognizes something wrong which has been uttered and that it should be repaired.

Types of Repair

Schegloff et al in Liddicoat (2007) proposed repair mechanism that combined into four types namely:

1.   **Self-initiated self-repair**

Self-initiated self-repair occurs when the speakers of trouble source is aware of making error in their utterance and try to repair the error by themselves. Here, the speaker of trouble source's role is the repair initiator as well as repair completer.

2.   **Self-initiated other-repair**

In self-initiated other-repair the speaker of the trouble source is the one who will initiate the repair. Then, the interlocutor will complete it.

3.   **Other-initiated self-repair**

Other-initiated self-repair occurs when the recipient or the interlocutor indicates a problem in the talk and the speaker resolves the problem.

4.   **Other-initiated other-repair**

Other-initiated other-repair is the type of repair which the recipient both indicates a problem in the talk and resolves the problem.

Repair Operations

Schegloff in *Conversational Repair and Human Understanding* (2013) proposed ten repair operations namely:

1.   **Replacing**

Replacing occurs when the speaker of trouble source substitutes one or many elements of his/her utterance.

2.   **Inserting**

Inserting occurs when the speaker of trouble source inserts new element such as word or phrase.

3.   **Deleting**

Deleting occurs when the speaker of trouble source deletes one or more articulated elements in the speaker's utterance.

4.   **Searching**

Searching in repair operation occurs when the speaker of trouble source does not have any substitutes for the precise term such as the name of people or places.

5.   **Parenthesizing**

Parenthesizing occurs when the speaker of trouble source adds new element as clause into the progress of the utterance for completing the repair.

6.   **Aborting**

Aborting occurs when the speaker of trouble source abandons the ongoing utterance and leaves it incomplete.

7.   **Sequence-jumping**

Sequence-jumping occurs when the speaker of trouble source abandons the ongoing utterance with unrelated to the turn and sequences in progress.

8.   **Recycling**

Recycling occurs when the speaker of trouble source repeats some part of the previous utterance.

9.   **Reformatting**

Reformatting occurs when the speaker of trouble source changes the format of the utterance.

10.   **Reordering**

Reordering occurs when the speaker of trouble source reorders the elements in the progress of the utterance.

Research Methodology

This type of research is qualitative method. Qualitative research, as stated by Merriam (2009) is a type of research that involves philosophical orientations and approach. In this research, the researcher used a document or content analysis since the data source was in the form of video. By that, the researcher used an approach of qualitative descriptive to describe types of repair and repair

operations that included in *Actors On Actor*s conversation between Saoirse Ronan (SR) and Kristen Wiig (KW) in Variety YouTube channel.

The data source of this research was a video conversation entitled *Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video)* that published in December 6, 2017 in Variety YouTube channel and the object was types of repair and repair operations found in that conversation. The video is about 29 minutes long.

In collecting the data, the researchers will do some steps, they were:

1.   Downloading the video of *Actor On Actors*: Saoirse Ronan and Kristen Wiig from Variety YouTube channel

2.   Downloading the closed caption of the video

3.   Watching the video by including the caption that has been downloaded
4.   Examining the conversation between the participants

5.   Collecting the data of all the utterances into data sheet

The procedures in analyzing data were follows:

1. selected the data which are all the utterances of Saoirse Ronan and Kristen Wiig in *Actors On Actors*

2. Limited the data and focused only on the selected data that contain the conversational repair

3. Extracted the data based on the theory

4. Coded the selected data into specified classification of conversational repair.

Results

Table 1. Types of Repair

No.	Types of Repair	Occurrences	Percentage
1.	Self-Initiated Self-Repair	36	92%
2.	Self-Initiated Other-Repair	2	5%
3.	Other-Initiated Self-Repair	1	3%
4.	Other-Initiated Other-Repair	-	
	Total	39	100%

Table 2. Repair Operations

No.	Repair Operation	Occurrences	Percentage
1.	Replacing	-	-
2.	Inserting	3	8%
3.	Deleting	1	3%
4.	Searching	-	-
5.	Parenthesizing	5	14%
6.	Aborting	20	56%
7.	Sequence-jumping	-	-
8.	Recycling	3	8%
9.	Reformatting	4	11%
10.	Reordering	-	-
Total		36	100%

Based on the table 1, that are totally 39 data contained types of repair and 36 data contained repair operations. In types of repair of repair, self-initiated self-repair is the most occurred in the conversation. Self-initiated self-repair is the repair initiated by the speaker and either completed by the speaker. It is relatively huge difference compared to the rest of other types. It is orderly followed by self-initiated other-repair, other-initiated self-repair. Besides, other-initiated other-repair was not found in the conversation.

In the table 2, it can be seen there were totally 36 data contained repair operations. From the ten repair operations, the researcher could found 6 repair operations. They were inserting, deleting, parenthesizing, aborting, recycling, and reformatting. The number of occurrence of aborting is the highest among the other repair operations. Aborting is the repair operation when the speaker abandons the ongoing utterance and leaves it incomplete, either trying to achieve the completion or saying another utterance.

Discussion and Findings

1. **Types of repair**

a. Self-Initiated Self-Repair

Self-initiated self-repair occurs when the speakers of trouble source is aware of making error in their utterance and try to repair the error by themselves. Hence, the speaker of trouble source's role is the repair initiator as well as repair completer.

> SR : ………. I knew it was something that I probably wanted to be involved in. And I read it and then we Skyped and **we had, we were just like,** *I don't know***.** You know when you meet those people, you just know you should definitely work with?
> KW: Yes, yes.
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:01:28-00:01:33)

SR is the speaker of trouble source and she realizes making an error after she utters the clause *"we had".* SR is trying to complete her turn by uttering *"we were just like",* however, she quits it and completes the repair by saying another sentence *"I don't know".* The repair occurs because SR is not able to illustrate how excited she was to work with Greta Gerwig.

> KW: It's hard to figure out.
> SR : **It's hard**--*she's hard* to figure out and actually through the whole shoot I sort of spent a lot of my time going, who is this girl?
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:07:29-00:07:32)

SR is the speaker of trouble source. SR immediately repairs her utterance after saying *"It's hard".* Then, SR resolves the error by saying a new complete sentence, *"she's hard to figure out and actually through the whole shoot I sort of spent a lot of my time going, who is this girl?"* and completes the repair.

b. Self-Initiated Other-Repair

In self-initiated other-repair, the speaker of the trouble source is the one who will initiate the repair. Then, the interlocutor will complete it.

> SR : Because I was thinking about the SNL cast the other day and I was like, you're writing during the week, you're doing the sketches on Saturday. **Then you go back in on**—
> KW: *Monday*.
> SR : The Monday, right.

(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:20:22-00:20:28)

SR is the speaker of the trouble source. In her turn, she pauses her utterance and initiates for help to KW completing her words. KW who is the interlocutor resolves it. Therefore, KW says *"Monday"* to complete the repair.

SR : I don't love lines. Some lines are fine, but I find, I don't know if it's the same when do it, but do you just like cut, cut, cut all the time?
KW: You mean like cut things out of the--
SR : **Like cut your lines or make them—**
KW: *Like maybe I don't have to say this.*
SR : Yeah and like maybe I should just stand in the background.
(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:28:44-00:28:58)

In the dialog above, SR is the speaker of trouble source. SR pauses her utterance in 'them-' which shows that she needs help from her conversation partner. KW realizes the initiation and says *"Like maybe I don't have to say this."* for completing the repair.

c.   **Other-Initiated Self-Repair**

In other-Initiated self-repair the speaker is the one who completes the repair and the interlocutor is the one who initiates the repair.

SR : And you knew what the project was at that stage?
KW: Well I read the, yeah I read the script.
SR : **Oh, you still didn't know?**
KW: *No, no, no, no*, I had read the script at that point and when I read it….. it's so rare to read something like that and seeing the movie, you can imagine the script.
(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:03:37-00:03:43)

It shows that SR is the interlocutor and KW is the speaker. In initiating a repair, SR saying *"Oh, you still didn't know?"* and KW completing the repair by saying *"**No, no, no, no**, I had read the script at that point………you can imagine the script."*.

2.   **Repair operations**

a.   **Inserting**

Inserting occurs when the speaker of trouble source inserts new element such as word or phrase that can modify the meaning from the original formulation in the utterances.

> SR : Do you write then? Do you think you'd like………if the parts aren't coming to me, I'm just gonna write my own?
> KW: I do feel like with comedy, it's very helpful to write in your own voice. And also **the parts**. I mean, *female parts* are, you know, they're hard to come by and a lot of time in comedies you're the wife that's like, where are you going? Get back here and that's not that funny.
>
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:12:02-00:12:09)

In the dialog above, KW is the speaker of trouble source. She adds an adjective *"female"* into the clause. Eventually, the clause becomes *"female parts"* in order to answer SR's question and to define what part of a character that need to be written in her own way.

> SR : I remember reading **Amy's book**, *Amy Poehler's book* about SNL and she's like, ……and keep writing and working till the early hours like that……oh this is the real world.
> KW: Yeah, it was like someone took an IV out of my arm………….
>
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:20:28-00:20:31)

It can be seen that SR is the speaker of trouble source. In SR's utterance, she performs inserting. After saying the clause *"...reading Amy's book"*, the phrase *"Amy Pohler's book"* is inserted to point the specific name of Amy of SR's utterance before.

> KW: I love watching you guys, yeah.
> SR : And to see, **Greta always says**, *Greta Gerwig always says* that to see myself and Beans.
> KW: She's amazing.
>
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:16:04-00:16:10)

It can be seen that SR is the speaker of trouble source. In SR's utterance, she performs inserting. After saying the clause *"Greta always says"*, the phrase *"Greta Gerwig always says"* is inserted to point the specific name of Greta of SR's utterance before.

b.   Deleting

Deleting occurs when the speaker of trouble source deletes one or more articulated elements in the speaker's utterance.

SR : Go away, yeah.
KW: And really to unplug and…… Being on SNL for most of the year……then I would be doing press for the things that have come out. I didn't **re--*because*** that's like when and where I started so I didn't know that was not normal.

(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:19:19-00:19:24)

KW as the speaker of trouble source, performs deleting in her ongoing utterance. In the first try, KW may utters the word that starts with the syllables 're', however, she deletes the production of the word before it is uttered completely. Then, KW completes the repair by saying another word and continues her utterance.

c.   Parenthesizing

Parenthesizing occurs when the speaker of trouble source adds new element as clause into the progress of the utterance for completing the repair**.**

SR : So it was great because we had so much time to actually get to know each other at that stage.
KW: Which helps because sometimes when you're reading it can be, **like you said**, you do feel like every word, it's still sort of like an audition.

(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:02:28-00:02:34)

KW inserts a new clause *"like you said"* in her ongoing utterance. The parenthesizing done by KW has intended meaning to intensify the way they read the script may still feel like an audition. The point of KW's utterance has the same meaning with SR so that she inserts *"like you said"* to her utterance.

SR : Do you find that you're drawn towards characters that are, **say a little bit more unlikeable on the page or flawed or something like that** because then it gives you a bit of work to do?
KW: I definitely think flawed characters are more interesting to me…

(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:06:09-00:06:21)

In the dialog above, SR performs parenthesizing as the repair operation. SR adds a clause *"....say a little bit more unlikeable on the page or flawed or*

something like that…" into her ongoing utterance. By adding a new clause, SR is trying to give more explanation in arranging her question to KW so that it would be understandable.

> SR : …….and I know now that I need to take the time off so that I can, ***when I go back to work,*** I can put all my energy into that one person …….

(Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video), 2017, 00:27:4300:27:50)

In the dialog above, SR performs parenthesizing as the repair operation. SR adds a clause *"when I go back to work"* into her ongoing utterance. In completing the repair, SR is trying to explain that she can put her energy better in the work after a break time.

d.   Aborting

Aborting occurs when the speaker of trouble source abandons the ongoing utterance and leaves it incomplete.

> SR : ….. Does it feel like that when he's writing. Is he really descriptive when he writes?
> KW: Yeah and there's definitely a rhythm to his writing and **it's--**, ***you don't mess with it****.* You respect the commas and the periods, and the and's because you know that they're there for a reason and it always feels better when you say it the way that he's written it. …..

(Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video), 2017, 00:04:26-00:04:34)

KW is the speaker of trouble source performing aborting. Initially, she intends to give some description about the script writer of her latest film by utters *"it's",* however, she cuts off her utterance and leave it incompletely. Instead of finishing her utterance, she started new utterance and say "you don't mess with it" to complete the repair.

> SR : ….. **That must have been--**, **it must--**, ***was it weird then when you finally stop?*** Oh this is the real world?
> KW: Yeah, it was like someone took an IV out of my arm and I was like…

(Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video), 2017, 00:20:39-00:20:44)

SR is the speaker of trouble source. When giving KW a question, she aborting her utterance twice. Those are *"That must have been"*, and *"it must"*. Then, she resolves the problem by saying a complete utterance *"was it weird then when you finally stop?"*. Therefore, aborting done by SR is the aborting that followed by achieving completion.

> SR : ……..how have you dealt with the disappointment, I suppose, and the unpredictability of the nature of this business?
> KW : I didn't really worry about what I was gonna be doing because I had a job. And afterwards I had a few things lined up and stuff. **I don't know**, **I don't,** *I haven't really worried about the next thing coming*..........
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:22:47-00:22:51)

KW is the speaker of trouble source. KW's answer toward SR contains aborting. KW aborts her utterance twice. Those are *"I don't know"*, and *"I don't"*. Then, she resolves the problem by saying *"I haven't really worried about the next thing coming…"*

> SR : …..but like, **I've just found**-- *and it's funny because people can make you feel guilty about it as well for not wanting to enjoy watching yourself on a massive screen. It's like really, but that's not normal.* And I just feel like if that's a part of why you're doing it, the image or the way it looks even to be honest, how other people perceive react to it, for me, I just think I'd be doing it for the wrong reasons.
> KW: Yeah and you become so self-aware.
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:24:10-00:24:12)

SR is the speaker of trouble source. SR's utterance contains aborting. After saying *"I've just found"*, she leaves it incompletely as if it is not she wanted to say. She aborts her utterance and completes it by saying another utterance, which is *"and it's funny because people…massive screen."* .

> KW: **Do you have something that you wish-** *do you have a character in your mind that you kind of wanna play or do you have something coming up that you're exciting about?*
> SR : Good question.
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:26:43-00:26:50)

From the dialog above, KW's question to SR contain aborting. After saying *"Do you have something that you wish-"*, she leaves it incomplete and says another form of question. The completion of the repair done by KW is from her new complete utterance, *"do you have a character in your mind... coming up that you're exciting about?"*.

e.   Recycling

Recycling occurs when the speaker of trouble source repeats some part of the previous utterance.

> SR : **I didn't know**, **so I really didn't know** how it had all gone… and they said that they wanted me to do it.
> KW: It's so cool.
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:02:14-00:02:17)

SR is the speaker of trouble source. From the datum above, it can be seen that SR is resaying her utterance as the act of recycling. She repeats *"I didn't know"* twice in completing the repair.

> SR : …for me, I just think I'd be doing it for the wrong reasons.
> KW: When I was on SNL, **I never watched the show**. *I never watched the show* from the moment is started until the moment I stopped because I didn't wanna be aware of what I look like.
> (*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:24:42-00:24:46)

KW is the speaker of trouble source. KW is resaying some parts of her utterance as the act of recycling. She repeats *"I never watched the show"* twice in order to complete the repair.

f.   Reformatting

Reformatting occurs when the speaker of trouble source changes the format of the utterance. For instance, changing the WH question into Y/N question, and changing declarative sentence into interrogative sentence. Based on the data, reformatting only done by KW.

> KW: I know that you started in this business at a very young age. **Have you**, I mean obviously your perspective and your perception of what this business is has changed a lot. *How do you* feel like you keep yourself sane in this crazy business?

SR :   What it boils down to is my mom is the best.
(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:17:22-00:17:35)

KW is the speaker of trouble source. In her turn, she performs reformatting as the repair completion. Initially, she wants to ask SR a question with the Y/N question by saying *"have you"*. However, she changes the question form into WH question by saying *"how do you feel"*.

KW: He's like no, you have to take like two months off. You have to like go away. And **I had not taken**, ***I don't think I had taken*** a week off in I mean, I wanna say like 10 years or something.
SR :   What?
KW: It was crazy.
(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:20:09-00:20:17)

From the dialog above, it can be seen that KW is the speaker of trouble source. In her turn, she reformats her utterance. In the first utterance *"I had not taken"*, it contains one auxiliary verb (had) and one main verb (taken). Then, in the new utterance, it is reformatted into two auxiliary verbs that are *do* and *had*. The main verbs are also reformatted, they are *think* and *taken*. In addition, the meaning from KW's utterance also changed.

SR :   …..But my question is, which one was your favorite to do on Saturday Night Live?
KW: It's so hard to pick I mean, I have a special place in my heart for the Target Lady simply because I did her at groundings before I got SNL…. So that one **I think always**, ***I will love her***…………
(*Actors On Actors: Saoirse Ronan and Kristen Wiig (Full Video),* 2017, 00:26:15-00:26:18)

KW is the speaker of trouble source. In the dialog above, reformatting is done by KW. In the first utterance *"I think always"* is contains main verb and adverb. Then, in the new utterance *"I will love her",* the format is changed into modal and main verb.

Conclusion

Based on the analysis, the researcher found three types of repair based on the theory of Schegloff et al in Liddicoat (2007) there are self-initiated self-repair, self-initiated other-repair, and other-initiated self-repair. Self-initiated self-repair

is the most occurred in the video as 36 times. Self-initiated other-repair occurred twice in the video while other-initiated self-repair occurred only once. Based on the theory of Schegloff (2013), the result of the second research problem statement was to find the repair operation that showed there are 36 data contain repair operation used by Saoirse Ronan and Kristen Wiig. From the conversation in the video, it can be seen that there totally 36 data contain inserting (8%), deleting (3%), parenthesizing (14%), aborting (56%), recycling (8%), and reformatting (11%). It can be concluded, the most dominant is aborting that occurs 20 times from 36 data.

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